

**PRESENZA**  
— ITALIA —

# **ULTIMATE RAIN AND MASSAGE SHOWER SPA**



**INSTALLATION GUIDE  
AND USER MANUAL**

**Model No.: QB016**

# ATTENTION

**BEFORE BEGINNING INSTALLATION, READ ALL INSTRUCTIONS FIRST.  
SAVE THESE INSTRUCTIONS FOR FUTURE USE.**

**CAREFULLY CHECK THE PRODUCT AND ITS COMPONENTS FOR DAMAGE PRIOR TO INSTALLATION. IF THERE IS ANY DAMAGE OR IF YOU ARE MISSING PARTS, PLEASE CALL CUSTOMER SERVICE TOLL FREE AT 1-877-333-0098 (MONDAY TO FRIDAY, 8:30 AM TO 5:00 PM, EST).**

**INSTALLING A DAMAGED UNIT WILL VOID THE WARRANTY.**

**DO NOT RETURN TO THE PLACE OF PURCHASE BEFORE CALLING THE TOLL FREE NUMBER. DO NOT DISPOSE OF PACKAGING UNTIL YOU ARE SATISFIED WITH YOUR NEW SHOWER SPA.**

## BEFORE YOU BEGIN

**WARNING: Always wear safety goggles and gloves during installation to prevent personal injury.**

Installs on both flat and uneven\* surfaces with a step of up to 1 1/2" (38 mm). See Fig. 1.

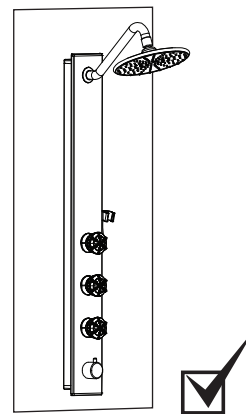
This unit might not be suitable for installation with some fiberglass or acrylic showers.

This product will connect with your current shower valve. There is no need to take out your current valve or change it.

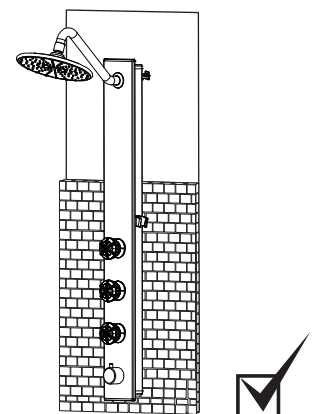
Your installation must comply with all local plumbing building codes.

Have a qualified tradesman do or approve your plumbing installation.

Protect the entire surface during installation.



Flat mounting surface



Uneven mounting surface\*

\*with tub surround or tiles

FIG 1

## TOOLS REQUIRED

Adjustable wrench

Carpenter's square

Tape measure

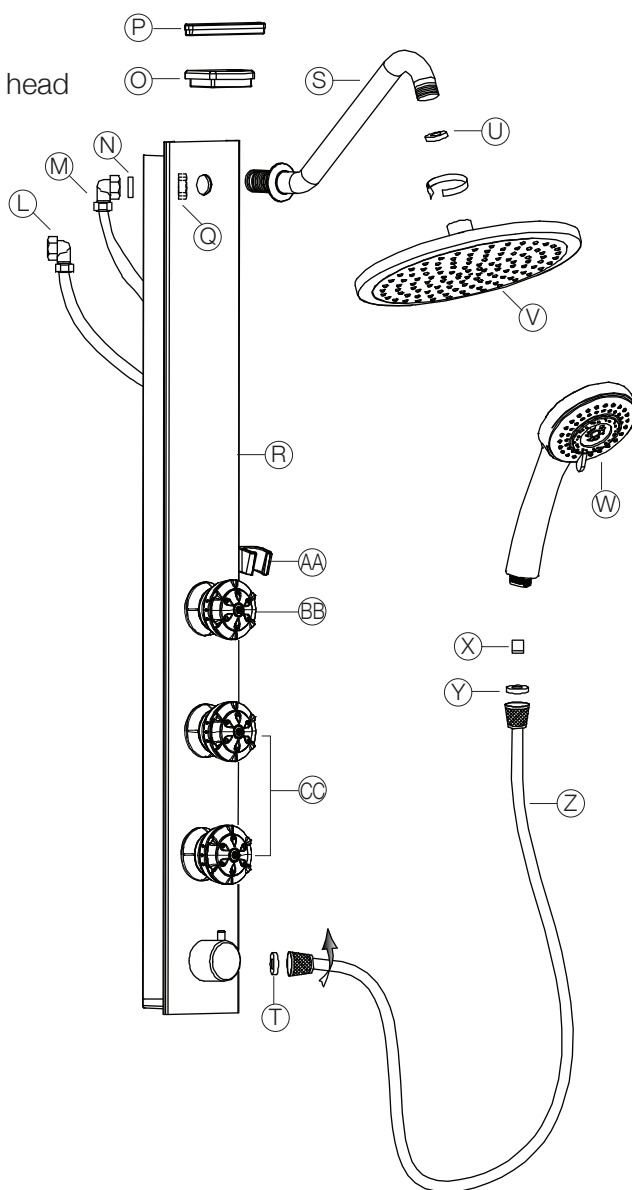
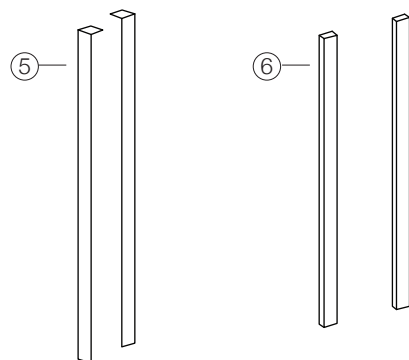
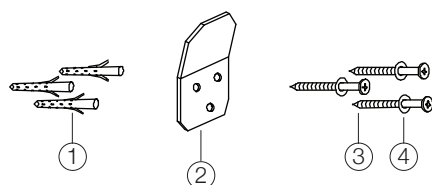
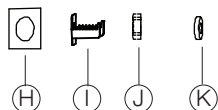
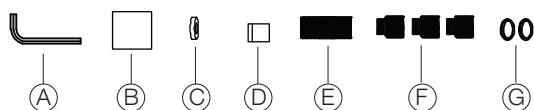
Pencil

Electric drill with 0.25" (7 mm) drill bit

Phillips screw driver

# CONTENTS

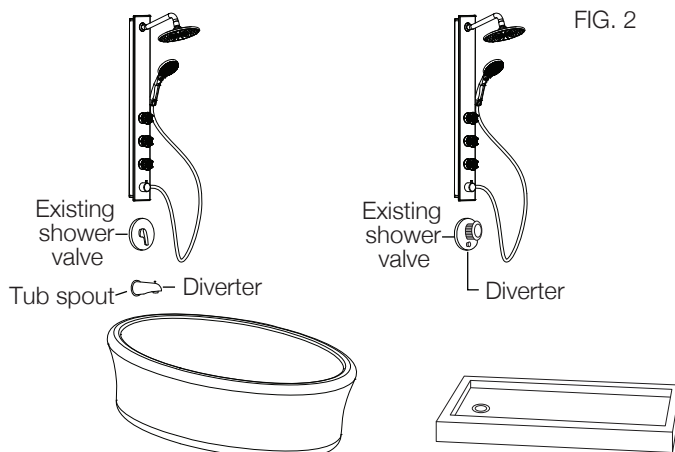
- |                                            |                           |                                  |
|--------------------------------------------|---------------------------|----------------------------------|
| (A) Allen wrench                           | (M) L-Fitting             | (Z) Hose                         |
| (B) Teflon tape                            | (N) Rubber washer         | (AA) Handheld bracket            |
| (C) Mesh gasket                            | (O) Top cover             | (BB) Upper body jet              |
| (D) Check valve                            | (P) Stainless steel cover | (CC) Middle and bottom body jets |
| (E) Long brass connector<br>(55mm/2.17in)  | (Q) Nut                   | (1) Wall anchors                 |
| (F) Short brass connectors<br>(28mm/1.1in) | (R) Shower column         | (2) Bottom bracket               |
| (G) Stainless steel washers                | (S) Shower arm            | (3) Stainless steel washers      |
| (H) Double sided tape                      | (T) Rubber washer         | (4) Screws                       |
| (I) Stainless steel mounting<br>bracket    | (U) Rubber washer         | (5) Aluminum cover plate         |
| (J) Nut                                    | (V) Shower head           | (6) Double sided tape            |
| (K) Restrictor                             | (W) Handheld shower head  |                                  |
| (L) L-Fitting                              | (X) Check valve           |                                  |
|                                            | (Y) Rubber washer         |                                  |



# INSTALLATION

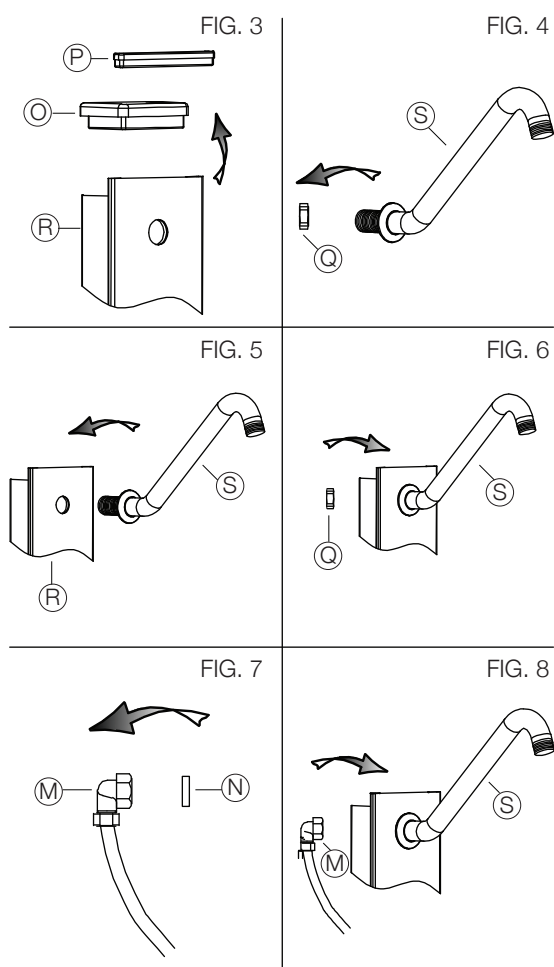
This unit is designed to be installed using your existing plumbing. Your shower valve, diverter valve or diverter tub spout will be used in its current position and will operate as it was used before with your previous shower head. See Fig. 2.

This unit can either be installed with **Option A: Double sided tape** or **Option B: Bottom bracket and screws**. In both cases, the weight of the unit is carried by the mounting bracket [I], the double sided tape [6] or the bottom bracket [2] to prevent the unit from swinging during operation.

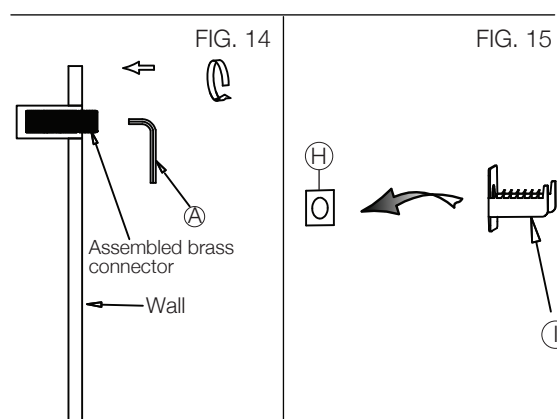
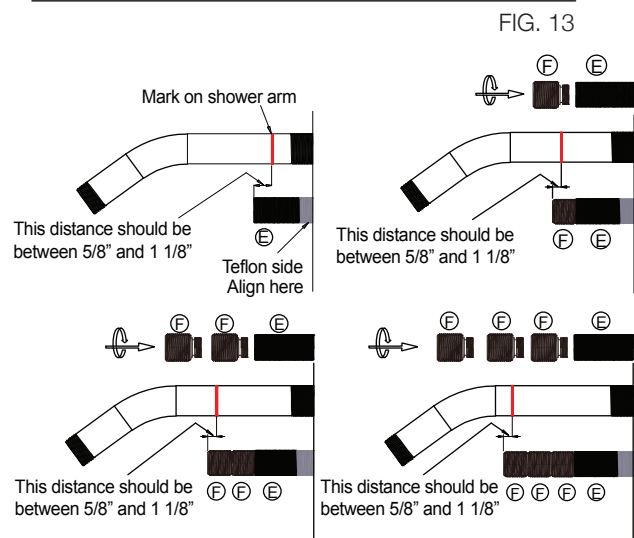
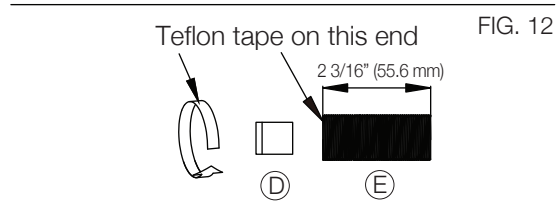
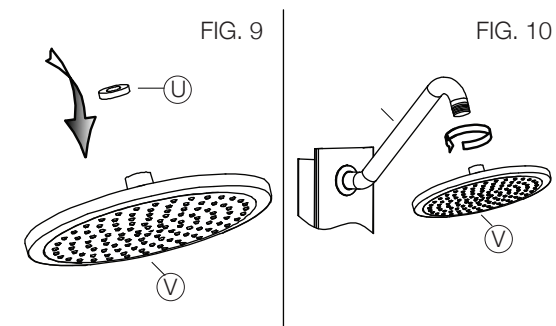


## SHOWER HEAD INSTALLATION

1. Remove the top cover [O] and the stainless steel cover [P] from the shower column [R]. See Fig. 3.
2. Remove the nut [Q] that is pre-installed in the shower arm [S]. See Fig. 4.
3. Insert the shower arm [S] into the shower column [R] and secure it with the nut [Q]. See Fig. 5 and 6.
4. Place the rubber washer [N] onto the L-fitting [M]. See Fig. 7.
5. Connect the L-fitting [M] to the shower arm [S]. See Fig. 8.

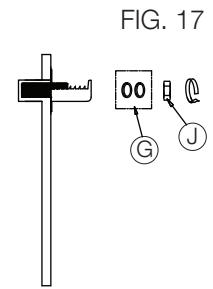
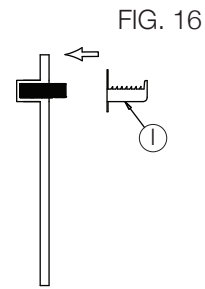


6. Check that the rubber washer [U] that is pre-assembled on the shower head [V] is not loose. See Fig. 9.
7. Screw the shower head [V] on to the shower arm [S]. See Fig. 10.
8. Make sure that your SHOWER VALVE IS CLOSED AT ALL TIMES FROM NOW UNTIL TESTING IS REQUIRED. As per Fig. 11 disassemble your existing shower head (1). Pull away from the wall the cover (2) that is in the area where the shower arm (3) meets the wall. Mark clearly on your existing shower arm, the level at which the wall meets the shower arm.
9. Remove your existing shower arm (3) from the wall using a wrench and turning it counter-clockwise. DO NOT DISCARD YET.
10. As per Fig. 12, put teflon tape on the end of the long brass connector [E] that has the white check valve [D].
11. As per Fig. 13, put your old shower arm (the one you have just removed) on a flat surface. Beside it put the longer brass connector [E] with the teflon tape and check valve [D] side aligned with the threaded side of the shower arm.
12. To the end of the long brass connector [E] (the end that has the hexagonal hole inside) add, as needed, small (20 mm, 3/4") brass connectors [F] threading them in place, until the total length of the brass connectors assembly is between 5/8" and 1 1/8" (16 mm and 29 mm) longer than the place where the mark was done on the shower arm.
13. Using the provided Allen wrench [A], install the new assembled brass connector as per Fig. 14, making sure that the end where you placed the teflon tape (where the check valve is) goes towards the wall where the old shower arm was.
14. Clean the wall around the brass connector assembly thoroughly with a dry cloth. Peel paper backing from the factory pre-installed double sided tape [H] on the stainless steel mounting bracket [I], Fig. 15.



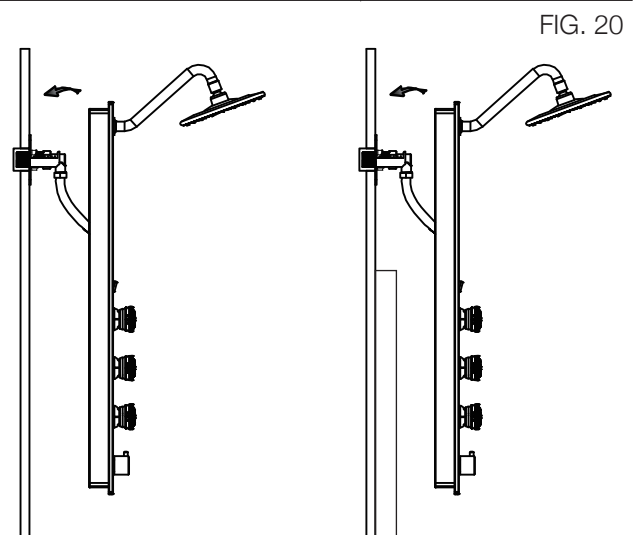
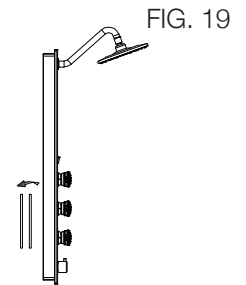
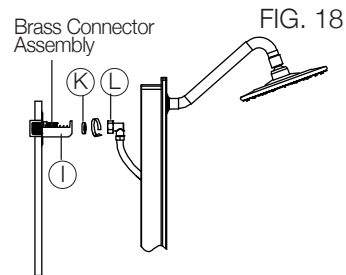
Place the stainless steel mounting bracket [I] on the brass connector assembly and adhere upright to the wall, see Fig. 16.

15. As per Fig. 17, secure and tighten the nut [J] on brass assembly using one or 2 of the stainless steel washers [G] if required.
16. Bracket [I] allows for mounting this unit on flat walls or on walls that have a shower surround or tiles with a step of up to 1 1/2" (38 mm).



**OPTION A: Double sided tape (for flat walls and walls with surround units or tiles with a step out of up to 1 1/2")**

- 17A1. Connect L-fitting [L] to brass connector assembly using restrictor [K], see Fig. 18.
- 17A2. With a dry rag, thoroughly clean the wall between the brass connector and the shower valve.
- 17A3. Peel the paper backing from double sided tape [6] on back of column, see Fig. 19.
- 17A4. Hang the shower column [R] on the stainless steel mounting bracket [I] through holes in column. Position column vertically level, then apply pressure to main body to firmly adhere mounting tape to the wall, see Fig. 20.

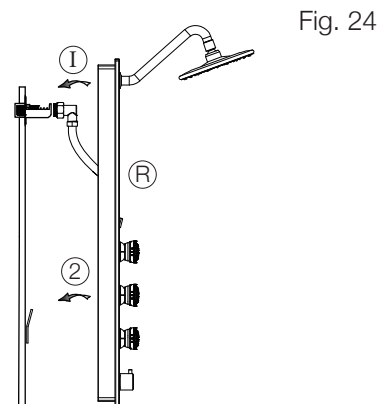
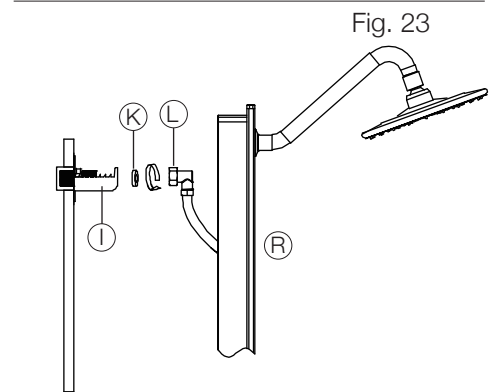
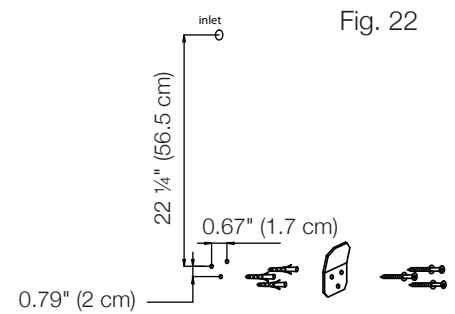
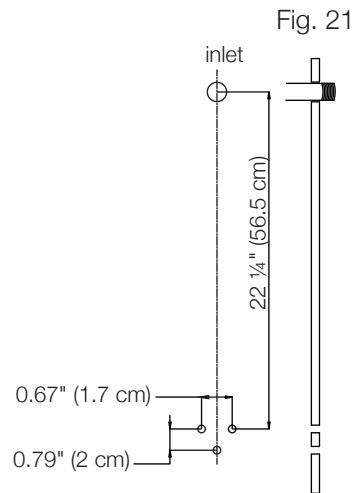


With flat wall

With Surround or tile with a step of up to 1 1/2" (38mm)

## OPTION B: Bottom bracket and screws (for flat walls only)

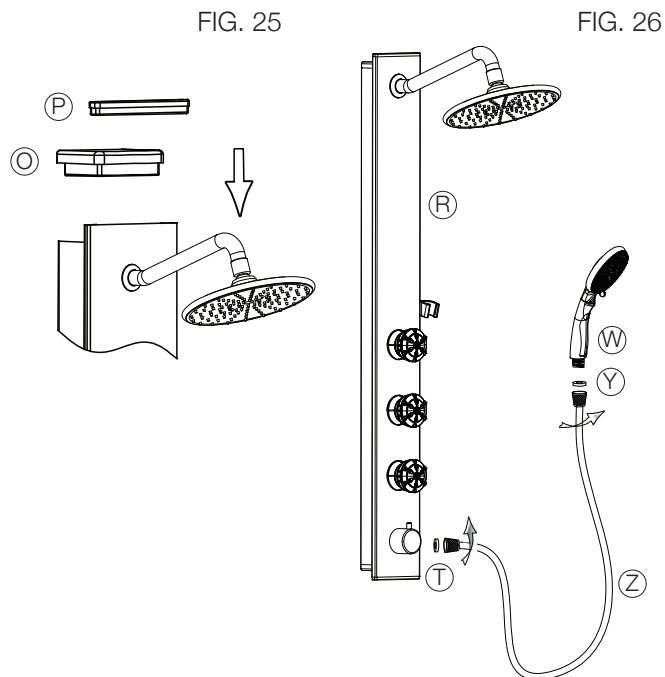
- 17B1. Mark the drill holes  $\varnothing 1/4"$  (0.635 cm) as shown in Fig. 21. The three holes consist of two holes drilled side by side, 0.67" (1.7 cm) apart from the center of each hole with the center line running between them. The third hole is drilled on the center line 0.79" (2 cm) below the first two holes. The upper two holes should be drilled below the shower pipe, 22 1/4" (56.5 cm) from the center of the top two holes to the center of the inlet pipe.
- 17B2. Insert wall anchors [1] in pre-drilled holes. Secure bottom bracket [2] to the wall with screws [4] and stainless steel washers [3], see Fig. 22.
- 17B3. Connect L-fitting [L] to brass connector assembly using restrictor [K], see Fig. 23.
- 17B4. Hang shower column bottom [R] on the bottom bracket [2] first, then hang the shower column [R] on stainless steel mounting bracket [I] through the holes in the shower column, see Fig. 24.



## FINAL INSTALLATION

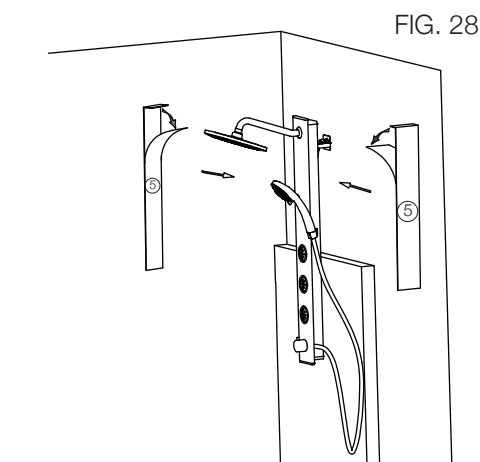
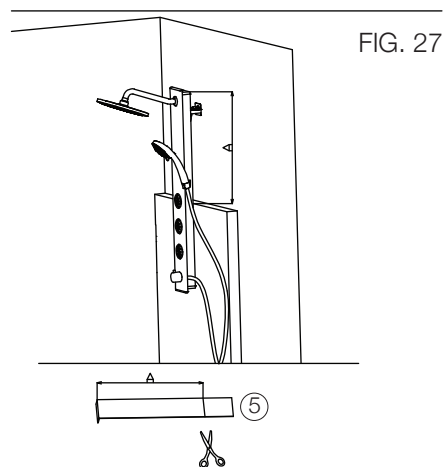
18. Replace top cover [O] and the stainless cover [P] on the shower column [R], see Fig. 25.
19. Attach long flexible shower hose [Z] to column body [R] and handheld shower head [W] with rubber washers [Y],[T]. Check valve [X] comes pre-installed in handheld shower, see Fig. 26.

NOTE: Make sure that none of the hoses are bent or kinked after final installation. Check water connections for proper flow; make sure there are no leaks. Do not forget to use the rubber washers to prevent leaks on the connections. If you find that the water pressure or volume is low, clean the mesh gasket [C].



## IF YOU HAVE A SHOWER SURROUND OR TILE STEP

20. Measure the length of the gap between the top of the shower panel and the surround, see Fig. 27.
21. Cut both aluminum covers [5] with scissors to desired length.
22. Take off the paper from the aluminum plates [5] then stick them on the gap from the panel to the wall.
23. Stick aluminum covers [5] in place, see Fig. 28.





# OPERATION

To use the shower panel, open your shower valve (as per normal use) and flip the diverter valve on the shower valve or on the tub spout to redirect water from the toe tester or tub's spout to the shower.

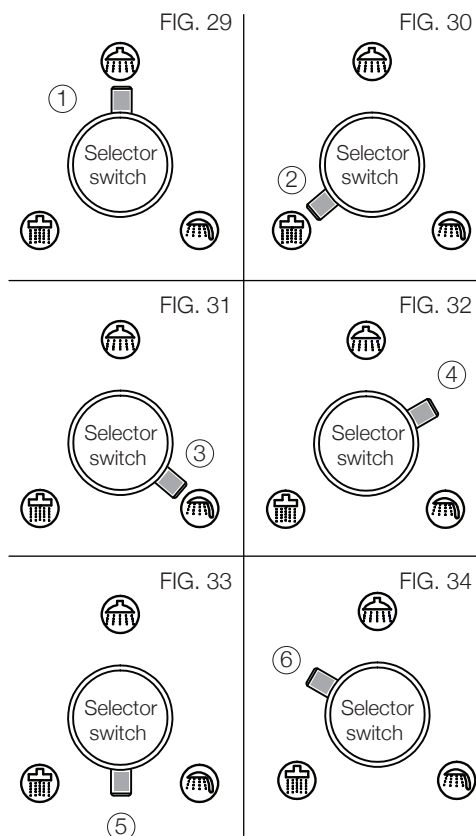
Use the selector switch shown in Fig. 29-30 to choose between the three single use options:

- ① Shower head
- ② Body Jets
- ③ Handheld shower

You can also choose three combined use options by placing the selector in between the icons, as shown in Fig. 32-34:

- ④ The shower head and the handheld COMBINED
- ⑤ The handheld shower and the body jets COMBINED
- ⑥ The body jets and the shower head COMBINED

Adjust water temperature and pressure using your existing shower valve.



# TROUBLESHOOTING

Ensure that the rubber washers [N, T, U, Y] are properly installed to prevent leaks.

Ensure that you drill holes according to the instructions and that you secure the shower column [R] with the double-sided tape [6] or on the bottom bracket [2].

If you find that water pressure or volume is low, clean the mesh gasket [C].

If there is no water flow, check the brass connector [E] to make sure that it has not been installed reversed. Check step 10 & 13 of the installation guide.

If the check valve [D] is installed correctly but there is still no water, take the shower column [R] off the wall, loosen the L fitting [L] and check that the restrictor [K] is not blocked by dirt. Take the restrictor off, clean it with water and reinstall it.









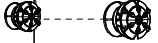
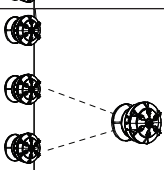


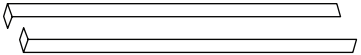


# CARE AND MAINTENANCE

After use, rinse the shower column with water using the hand held shower to remove any soap deposits.

Never use abrasive cleaners as they will scratch the finish.

# REPLACEMENT PARTS

To order replacement parts, please contact our customer service department at 1-877-333-0098 (Monday to Friday, 8:30 am to 5:00 pm, EST).

Contents Part #	PART	PART #	IMAGE	QTY
3	Screws	QHB100		3
4	Stainless steel washers	QHB101		3
1	Wall anchors	QHB102		3
2	Bottom bracket	QHB103		1
Y	Rubber washer for hand held shower	QHB104		1
U	Rubber washer for shower head	QHB105		1
Z	Shower hose	QHB106		1
V	Shower head	QHB107		1
BB	Upper body jet	QHB108		1
CC	Middle and bottom body jets	QHB110		2
W	Hand held shower head	QHB111		1
E	Longer brass connector	QHB114		1
5	Aluminum cover plates	QHB116		2
I	Stainless steel mounting bracket	QHB115		1
AA	Handheld bracket	QHB112		1

# 1-YEAR WARRANTY

This unit is warranted to the original purchaser to be free of defects in material and workmanship for one (1) year from the date of purchase. Conglom Kitchen & Bath will repair or replace, at its option, the unit or its equipment in accordance with the following terms and conditions.

## WARRANTY LIMITATIONS

Our warranty does not cover defects, damage, or failure caused by the common carrier, installer, user, or other person, or resulting from, without limitation, any of the following:

- Careless handling (lifting unit by plumbing, abrading finish, etc.).
- Modification of any type for any reason (including modification to meet local codes).
- Improper installation (including installation not in accordance with instructions and specifications provided with the unit).
- Connections supplied by the installer of the equipment.
- Misuse, incorrect operation, or lack of proper routine maintenance.
- Operation of the unit without specified minimum amount of water or at inappropriate water temperature
- Use of abrasive or improper cleaners
- Force majeure, such as lightning, floods, earthquakes, etc.

In addition, Conglom Kitchen & Bath WILL NOT BE RESPONSIBLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES or losses arising from any cause (e.g., water damage to carpet, ceiling, loss of use, etc.) including its own negligence; damages to, respecting, or resulting from plated parts when chemicals are used in or on the unit; optional equipment not manufactured by Conglom Kitchen & Bath; or defects that should have been discovered before installation. This limited warranty does not include labor, transportation, or other costs incurred in the removal and/or reinstallation of the original unit and/or installation of a replacement unit; any costs relating to obtaining access for repair; or loss of use, including loss of sales, profit or business advantage of any kind under any circumstances.

This warranty does not extend to commercial or institutional use or installation.

It is the responsibility of the installer/owner to determine specific local code compliance prior to installation of the product. Conglom Kitchen & Bath makes no representation or warranty regarding, and will not be responsible for any code compliance. Conglom Kitchen & Bath does not warrant connections of water supply fittings and piping, or fill systems. Nor is it responsible for damage to the shower panel which occurs during any installation procedure.

## WARRANTY CLAIM PROCEDURE

If a claimable defect occurs, please fill out a claim form through our website at [www.conglomkb.com](http://www.conglomkb.com) or contact our customer service department at 1-877-333-0098 (Monday to Friday, 8:30 am to 5:00 pm, EST).

Before you make your claim call, please make sure you have:

1. The description of the product.
2. Proof of sale.
3. Details regarding the defect.
4. Name and address of the owner and installer.

Claims must be filled out in writing and returned within six (6) months of appearance of defect. Failure to comply with this stipulation will render the warranty null and void. We reserve the right to a thirty-day (30) delay following receipt of claim in which to inspect the product. We assume no responsibility for labor costs or removing/replacing a previously installed product or transportation or return of a product.

Imported by:

**Conglom**  
KITCHEN & BATH

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1-877-333-0098  
[www.conglomkb.com](http://www.conglomkb.com)

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